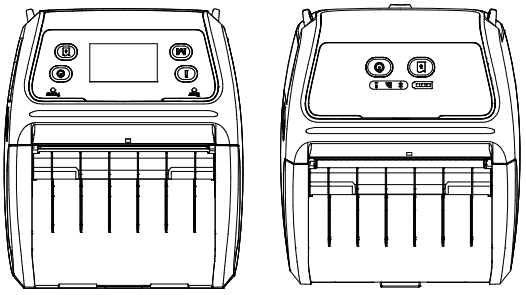
Alpha-4L

Direct Thermal Portable Printer

SERVICE MANUAL



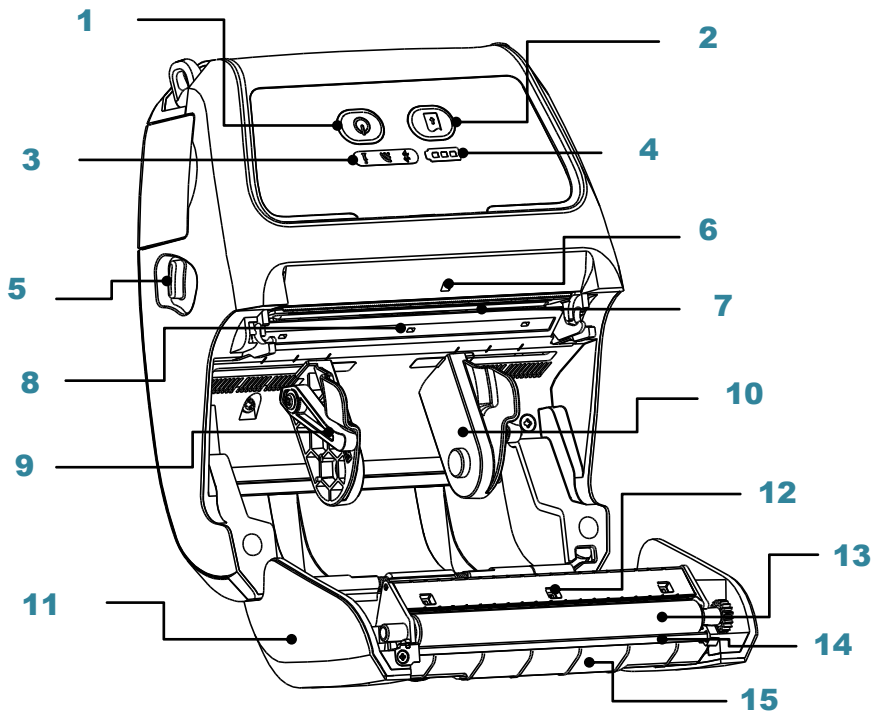
Contents

1. FUNDAMENTAL OF THE SYSTEM 2
1.1 Overview 2
2. ELECTRONICS 4
2.1 Summary of Board Connectors 4
3. MECHANISM 12
3.1 Replacing the Platen Roller 12
3.2 Replacing the Print Head Assembly 13
3.3 Replacing the Keys Control Board/ LCD Control Board 17
3.4 Replacing the Peel-off Sensor Module 18
3.5 Replacing the Bluetooth Module 19
3.6 Replacing the Main Board Assembly 20
3.7 Replacing the Stepping Motor 21
3.8 Replacing the Gap Sensor Assembly 22
3.9 Replacing the Media Holder Assembly 23
3.10 Replacing the Hand Open Sensor Assemble 24
3.11 Replacing the Peel-off Module 25
3.12 Replacing the Black Mark Sensor Assembly 26
3.13 Replacing the Charger Board Assembly 27
3.14 Replacing the WiFi Module (Option) 28
3.15 Replacing the RTC Battery (Option) 29
4. TROUBLESHOOTING 30
4.1 Common Problems 30
5. MAINTENANCE 32
Revise History 33

1. FUNDAMENTAL OF THE SYSTEM

1.1 Overview

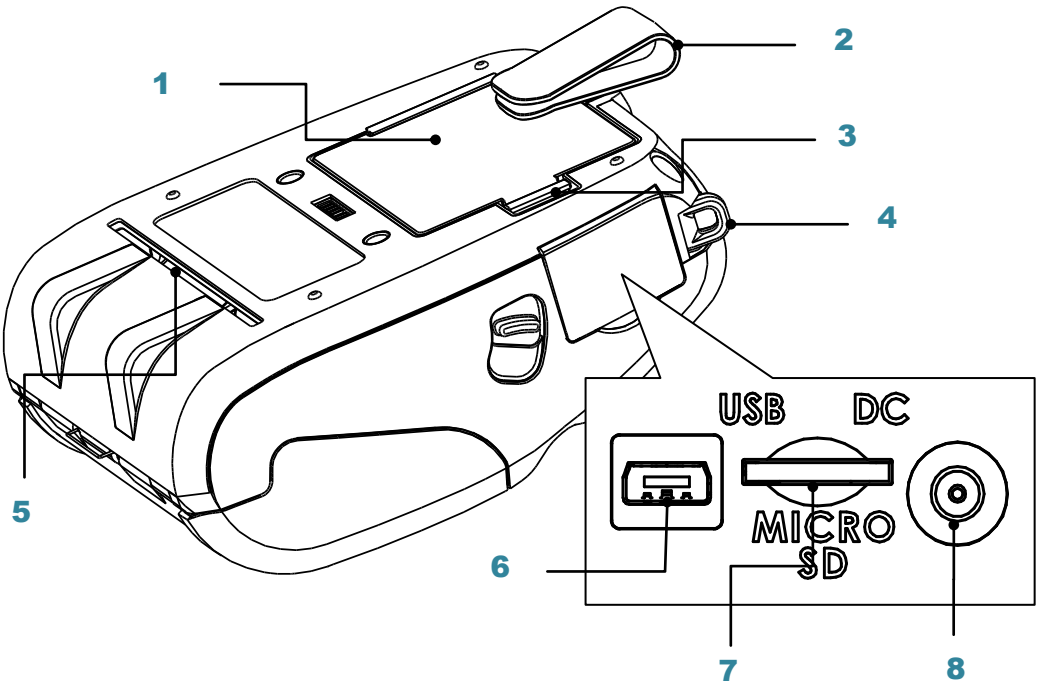
Front View



1. Power on/off button
2. Feed button
3. Printer status LED indicator
4. Battery status LED indicator
5. Media cover release button
6. Peel-off sensor (Without for linerless model)
7. Print head
8. Transmissive sensor – Gap sensor
9. Media holder lock switch
10. Media holder
11. Media cover
12. Reflective sensor – Black mark sensor
13. Platen roller
14. Tear/Peeler bar (Without for linerless model)
15. Peeler module

Note:
*** The media sensor position is selectable by factory adjustment. Please refer to this figure for default settings. (Default – center position, black mark in back side)**

Rear View



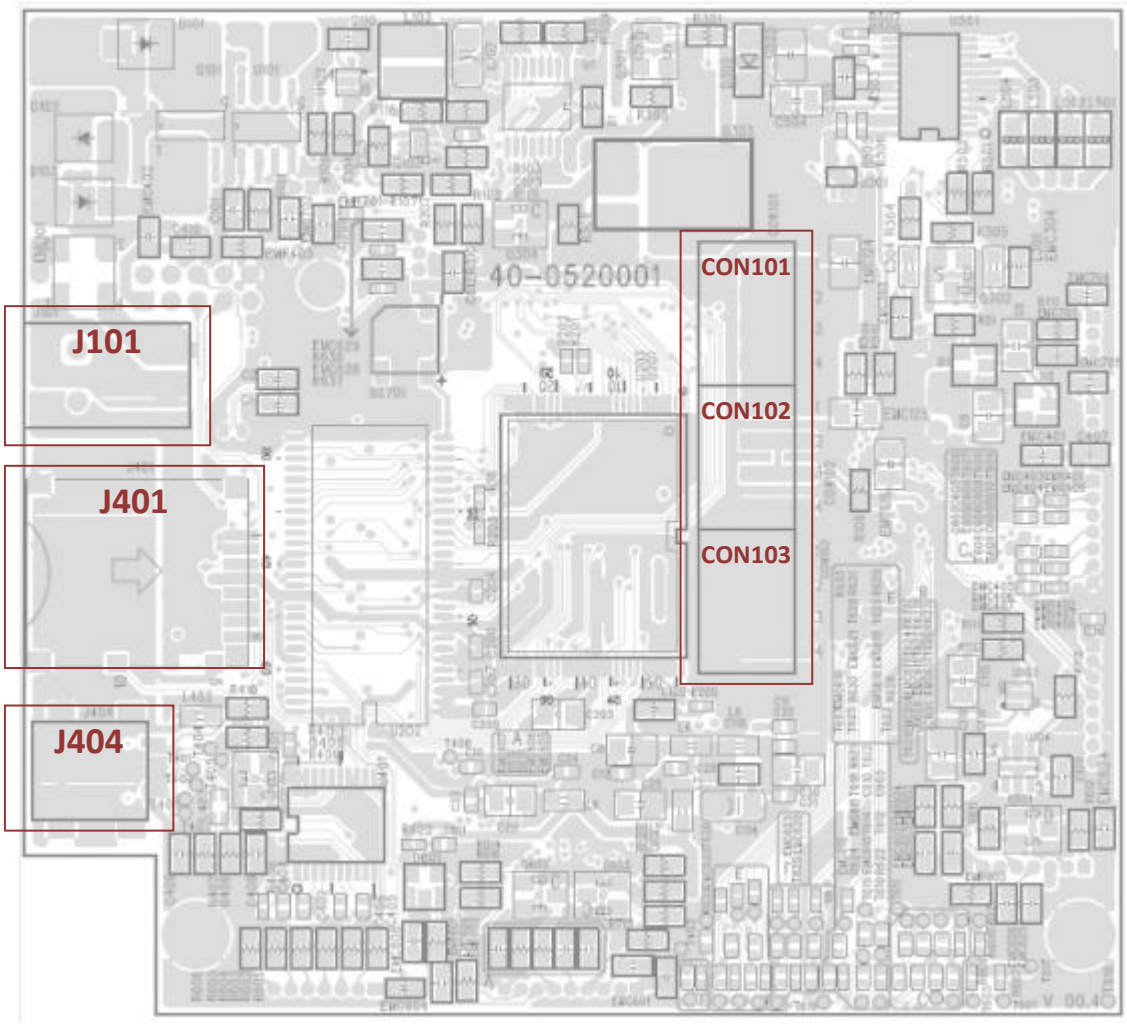
1. Li-ion battery
2. Belt chip
3. Battery open clasp
4. Hanger for shoulder strap
5. External label entrance chute
6. USB interface
7. * MicroSD card socket
8. Power jack

Note:
*** Recommended MicroSD card specification.**

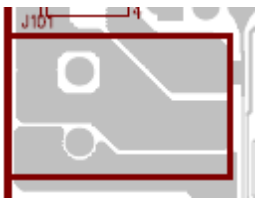
SD card spec	SD card capacity	Approved SD card manufacturer
V1.0, V1.1	MicroSD 128 MB	Transcend, Panasonic
V1.0, V1.1	MicroSD 256 MB	Transcend, Panasonic
V1.0, V1.1	MicroSD 512 MB	Transcend, Panasonic
V1.0, V1.1	MicroSD 1 GB	Transcend, Panasonic
V2.0 SDHC CLASS 6	MicroSD 4 GB	Transcend
- The DOS FAT file system is supported for the SD card. - Folders/files stored in the SD card should be in the 8.3 filename format		

2. ELECTRONICS

2.1 Summary of Board Connectors



Main board top

Connector	Description
J101	DC Jack  12V DC IN

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<td>J401</td>
<td>Micro SD connector
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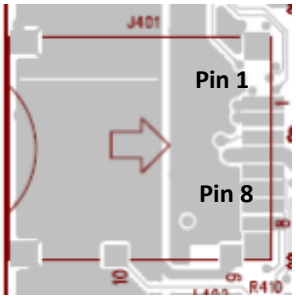
<td> 
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<table>
<tr><th>Pin</th><th>Description</th></tr>
<tr><td>1</td><td>SD_Data2</td></tr>
<tr><td>2</td><td>SD_Data3</td></tr>
<tr><td>3</td><td>SD_CMD</td></tr>
<tr><td>4</td><td>3.3V</td></tr>
<tr><td>5</td><td>SD_CLK</td></tr>
<tr><td>6</td><td>GND</td></tr>
<tr><td>7</td><td>SD_Data0</td></tr>
<tr><td>8</td><td>SD_Data1</td></tr>
<tr><td>9</td><td>GND</td></tr>
<tr><td>10</td><td>GND</td></tr>
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<td>J404</td>
<td>Micro USB
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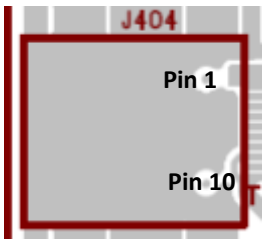
<td> 
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<tr><th>Pin</th><th>Description</th></tr>
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<tr><td>2</td><td>VBUS</td></tr>
<tr><td>3</td><td>TX</td></tr>
<tr><td>4</td><td>D+</td></tr>
<tr><td>5</td><td>RX</td></tr>
<tr><td>6</td><td>D-</td></tr>
<tr><td>7</td><td>RTS</td></tr>
<tr><td>8</td><td>GND</td></tr>
<tr><td>9</td><td>CTS</td></tr>
<tr><td>10</td><td>GND</td></tr>
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<tr>
<td>CON101
CON102
CON103</td>
<td>Battery
<table>
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<td>

CON101 pin1~4 & CON102 pin1 for battery positive
CON103 pin1~4 & CON102 pin4 for battery negative
CON102 pin2~3 for NTC

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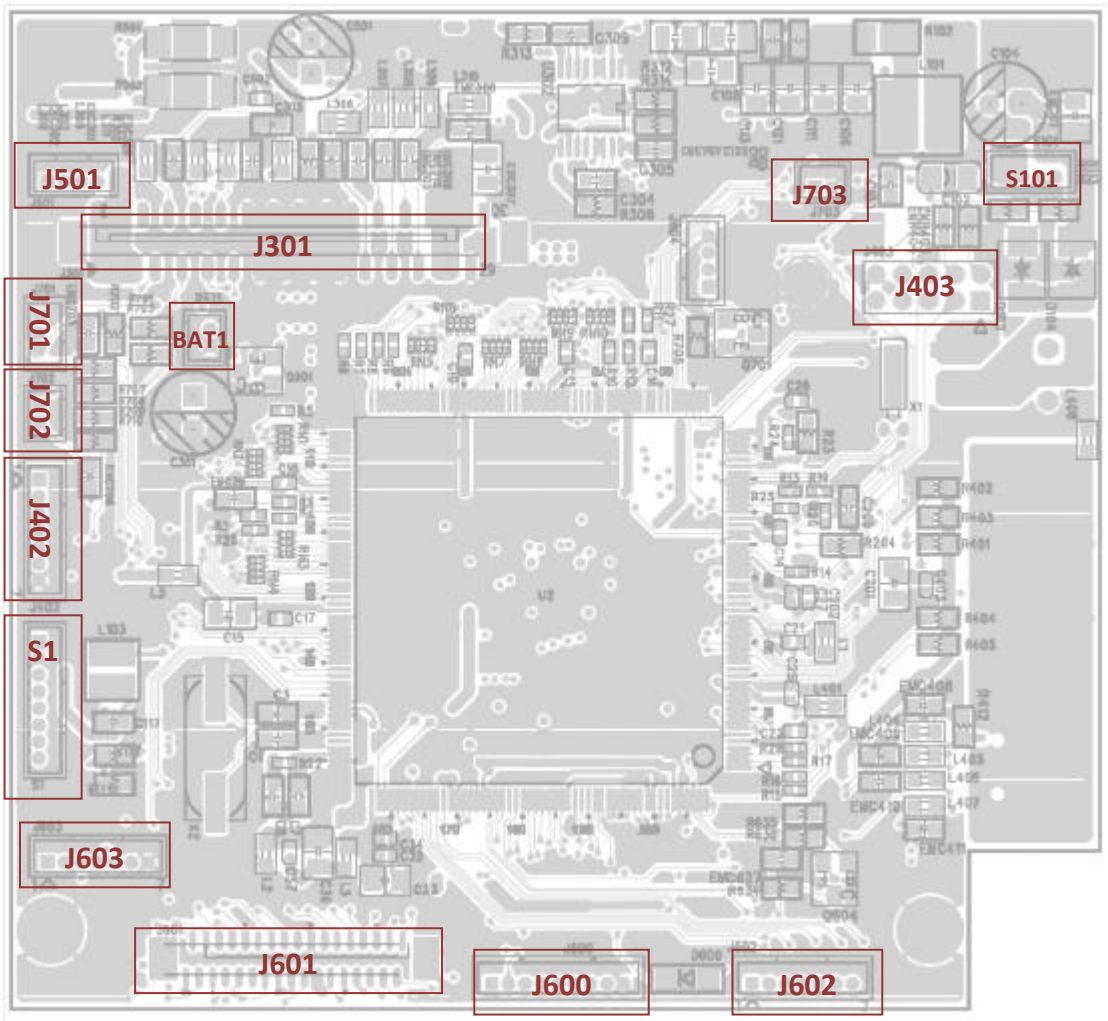
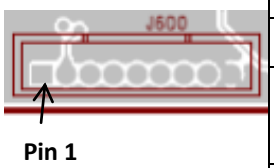
Main board bottom



Connector	Description
J600	For LCD & LED board



Pin	Description
1	3.3V
2	PEEL_E
3	PEEL_R
4	8V battery
5	LED_Charging off & low battery
6	LED_Charging
7	Power KEY
8	Feed KEY
9	GND

J601

LCD

Pin 1

Pin	Description
1	IRS
2	/HPM
3	PS
4	C86
5	NC
6	V0
7	V1
8	V2
9	V3
10	V4
11	NC
12	NC
13	CAP2-
14	CAP2+
15	CAP1+
16	CAP1-
17	CAP3+
18	NC
19	VOUT
20	GND
21	3.3V
22	LCM_D7
23	LCM_D6
24	LCM_D5
25	LCM_D4
26	LCM_D3
27	LCM_D2
28	LCM_D1
29	LCM_D0
30	LCM_RD
31	LCM_WR
32	LCM_A0
33	/LCM_RST
34	/LCM_CS

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 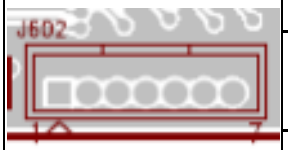

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<tr><th>Pin</th><th>Description</th></tr>
<tr><td>1</td><td>3.3V</td></tr>
<tr><td>2</td><td>LED_STATUS</td></tr>
<tr><td>3</td><td>LED_ERROR</td></tr>
<tr><td>4</td><td>LED_FULL BATTERY</td></tr>
<tr><td>5</td><td>LED_HALF BATTERY</td></tr>
<tr><td>6</td><td>LED_BT</td></tr>
<tr><td>7</td><td>LED_WIFI</td></tr>
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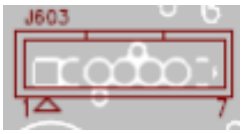
<tr><td>J603</td><td>For LCD board
 

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<tr><td>2</td><td>K-</td></tr>
<tr><td>3</td><td>GND</td></tr>
<tr><td>4</td><td>3.3V</td></tr>
<tr><td>5</td><td>LED_ERROR</td></tr>
<tr><td>6</td><td>MANUAL KEY</td></tr>
<tr><td>7</td><td>INFO KEY</td></tr>
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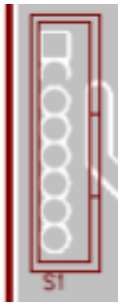
<tr><td>S1</td><td>Download port
 

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<tr><th>Pin</th><th>Description</th></tr>
<tr><td>1</td><td>3.3V</td></tr>
<tr><td>2</td><td>GND</td></tr>
<tr><td>3</td><td>/RESET</td></tr>
<tr><td>4</td><td>BMS</td></tr>
<tr><td>5</td><td>/CS</td></tr>
<tr><td>6</td><td>MISO</td></tr>
<tr><td>7</td><td>MOSI</td></tr>
<tr><td>8</td><td>CLK</td></tr>
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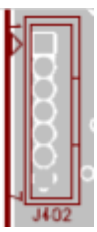
<tr><td>J402</td><td>WiFi connector
 

<table>
<tr><th>Pin</th><th>Description</th></tr>
<tr><td>1</td><td>3.3V</td></tr>
<tr><td>2</td><td>/WIFI_RST</td></tr>
<tr><td>3</td><td>WIFI_RXD</td></tr>
<tr><td>4</td><td>WIFI_RST</td></tr>
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<tr><td></td><td>5</td><td>WIFI_TXD</td></tr>
<tr><td></td><td>6</td><td>WIFI_CTS</td></tr>
<tr><td></td><td>7</td><td>GND</td></tr>
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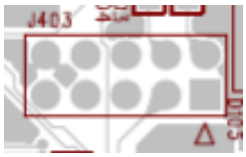
<tr><td>  </td><td>Pin</td><td>Description</td></tr>
<tr><td></td><td>1</td><td>3.3V</td></tr>
<tr><td></td><td>2</td><td>BT_RST</td></tr>
<tr><td></td><td>3</td><td>BT_RXD</td></tr>
<tr><td></td><td>4</td><td>BT_RTS</td></tr>
<tr><td></td><td>5</td><td>BT_TXD</td></tr>
<tr><td></td><td>6</td><td>BT_CTS</td></tr>
<tr><td></td><td>7</td><td>BT_DISCON</td></tr>
<tr><td></td><td>8</td><td>BT_CON</td></tr>
<tr><td></td><td>9</td><td>NC</td></tr>
<tr><td></td><td>10</td><td>GND</td></tr>
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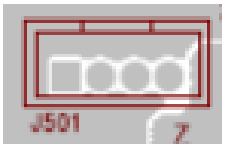
<tr><td>J501</td><td>Stepping motor<table>
<tr><td>  </td><td>Pin</td><td>Description</td></tr>
<tr><td></td><td>1</td><td>AOUT1</td></tr>
<tr><td></td><td>2</td><td>AOUT2</td></tr>
<tr><td></td><td>3</td><td>BOUT1</td></tr>
<tr><td></td><td>4</td><td>BOUT2</td></tr>
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<tr><td>J701</td><td>Black mark sensor<table>
<tr><td> </td><td>Pin</td><td>Description</td></tr>
<tr><td></td><td>1</td><td>3.3V</td></tr>
<tr><td></td><td>2</td><td>BM_E</td></tr>
<tr><td></td><td>3</td><td>BM_R</td></tr>
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<tr><td>J702</td><td>Gap sensor<table>
<tr><td> </td><td>Pin</td><td>Description</td></tr>
<tr><td></td><td>1</td><td>3.3V</td></tr>
<tr><td></td><td>2</td><td>GAP_R</td></tr>
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</table>

J703

Hand open senor

Pin	Description
1	HEAD
2	GND

J301

Print head

Pin	Description
1	VH
2	VH
3	VH
4	NC
5	/LAT
6	TPH_CLK
7	3.3V_TPH
8	STB1
9	STB2
10	STB3
11	TM
12	GND
13	GND
14	GND
15	GND
16	GND
17	GND
18	GND
19	GND
20	GND
21	STB4
22	STB5
23	STB6
24	STB7
25	DI
26	VH
27	VH
28	VH
29	GND
30	GND

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<td>Charger station
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<tr><td></td><td>3</td><td>GND</td></tr>
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<td>BAT1</td>
<td>RTC battery
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<tr><td></td><td>2</td><td>3V</td></tr>
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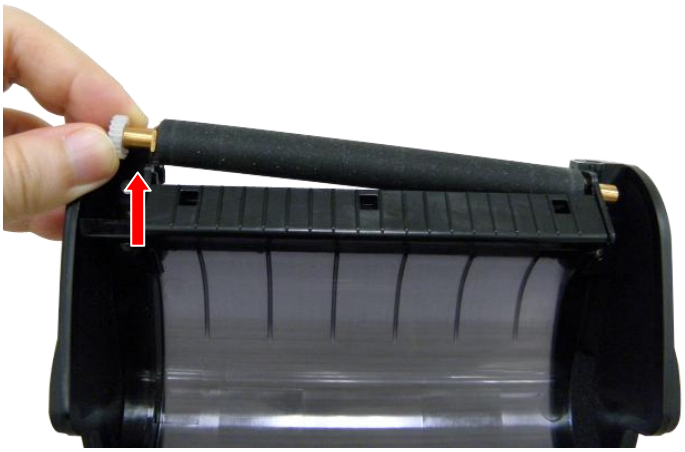
3. MECHANISM

3.1 Replacing the Platen Roller

1. Open the printer cover. Use a tool to take the platen roller off. Replace the platen roller.

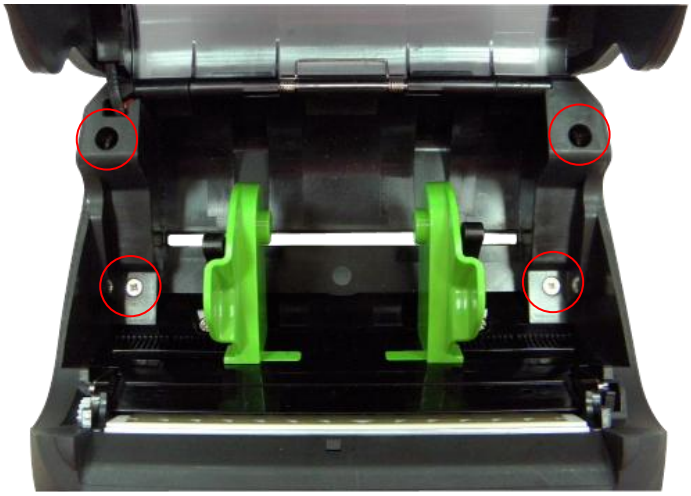


2. Reassemble the parts in the reverse procedures.

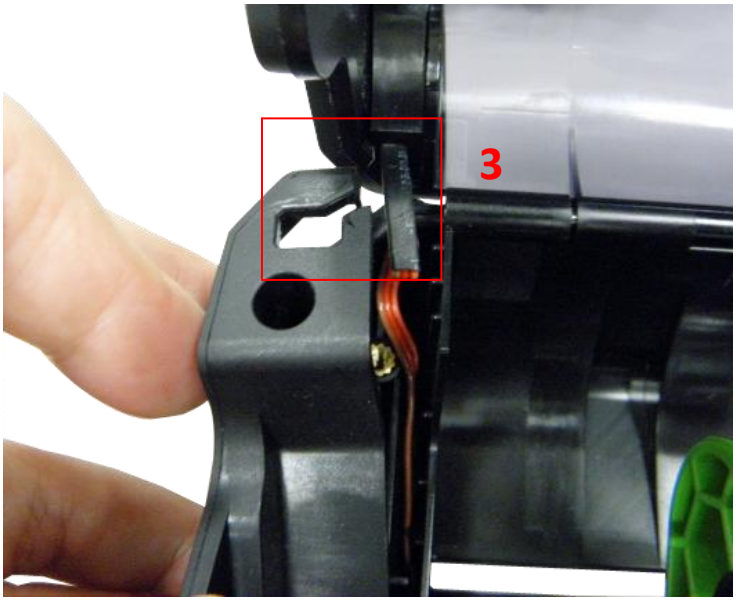
3.2 Replacing the Print Head Assembly

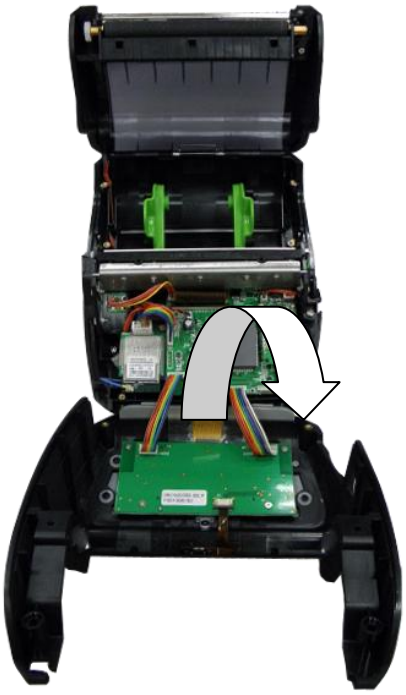
1. Use hex wrench (#2.5) to remove two screws on lower cover.

2. Open the printer cover. Remove four screws on lower inner cover.

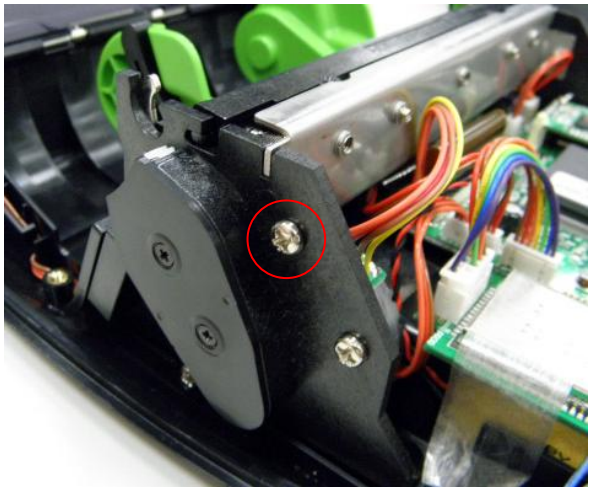


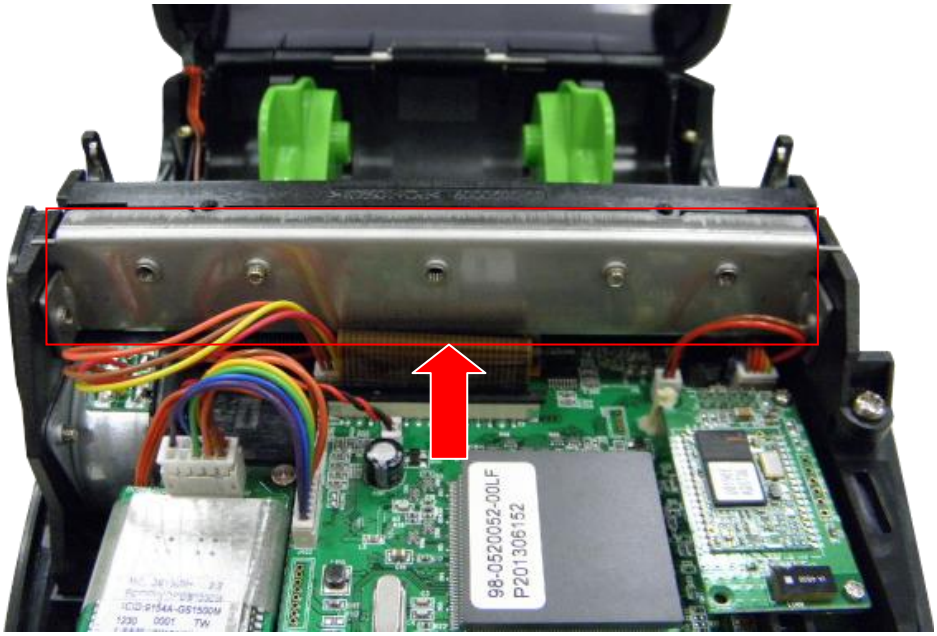
3. Remove the upper cover carefully.



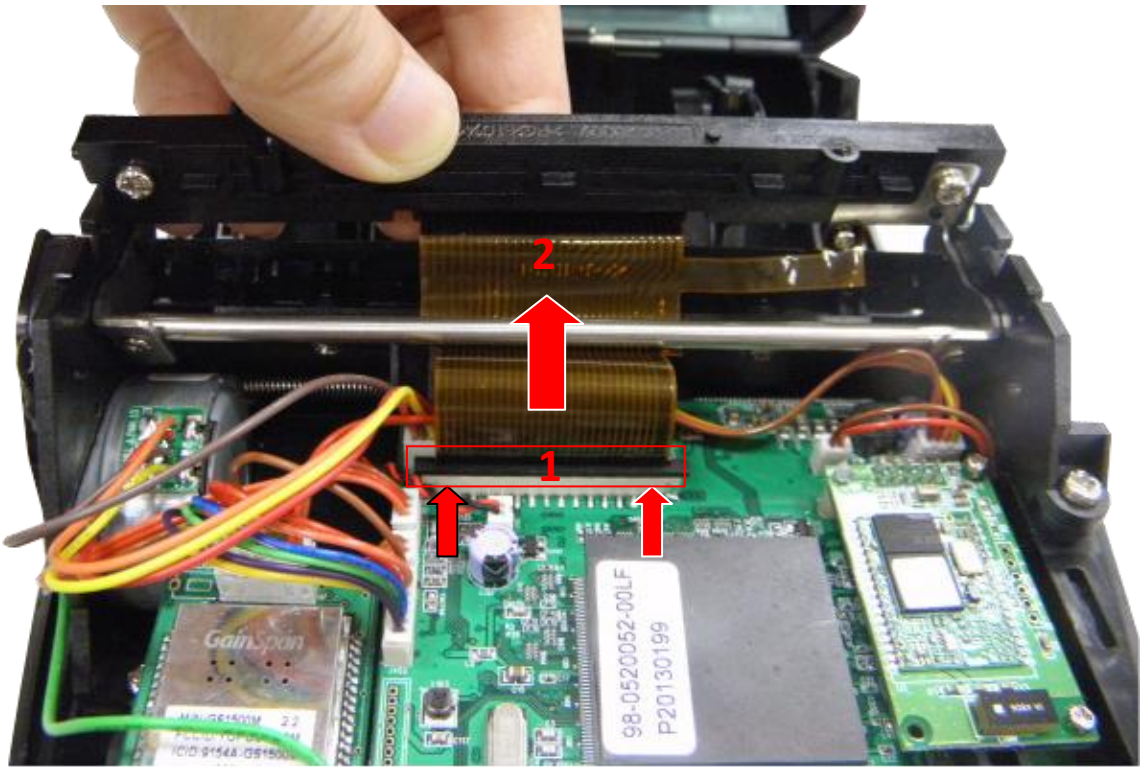


4. Remove 2 screws on the each side of lower inner cover to remove the print head spring fixture.

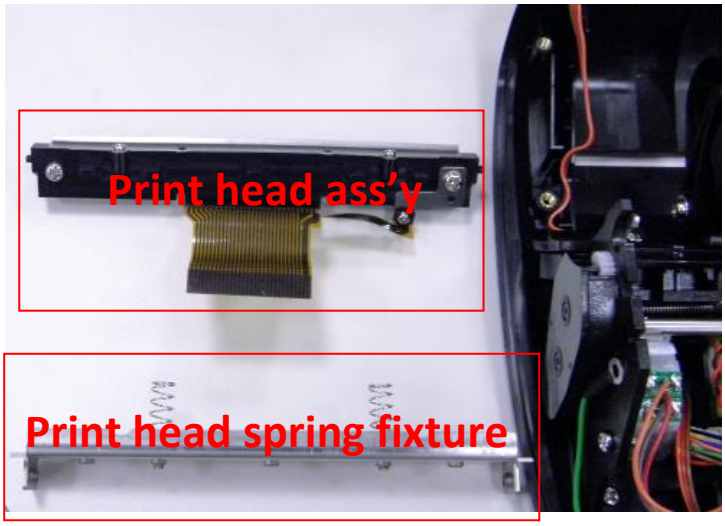




5. Loosen the connector lock (black) then disconnect the flat cable from the main board. Remove the print head assembly.



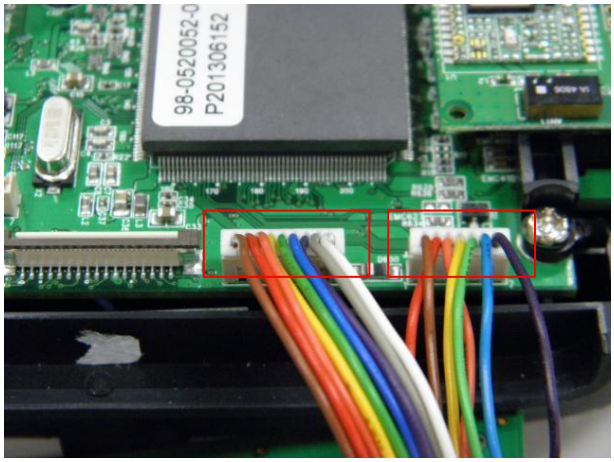
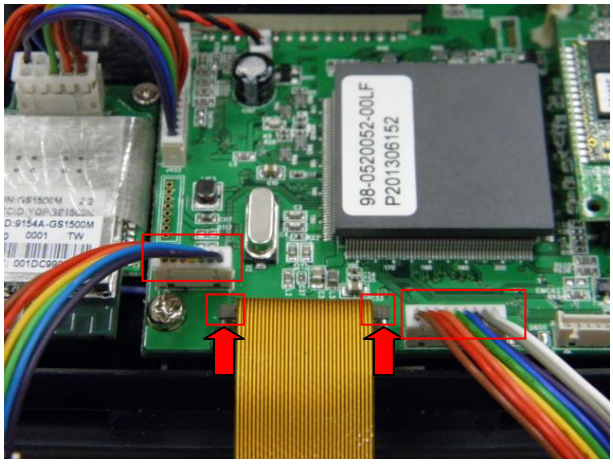
6. Replace the print head assembly.



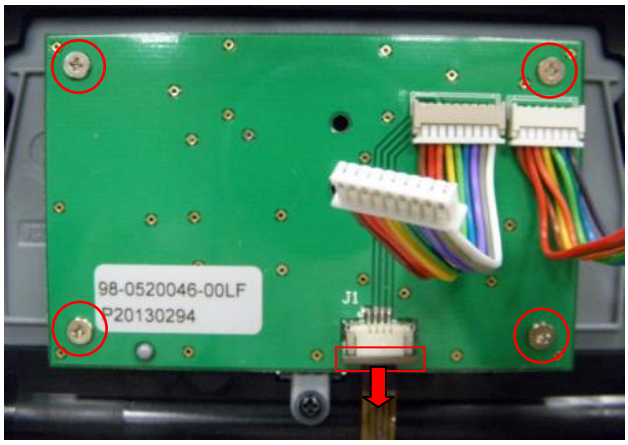
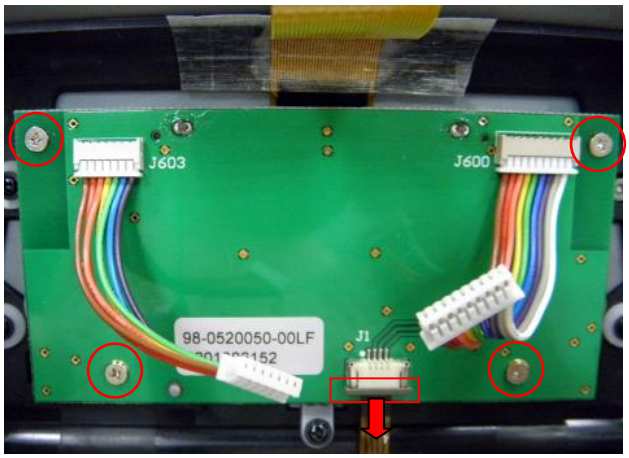
7. Reassemble the parts in the reverse procedures.

3.3 Replacing the Keys Control Board/ LCD Control Board

1. Refer to section 3.2 to remove the upper cover.
   Disconnect the cables from the main board.
   Note:
   For the flat cable (LCD control board), please loosen the connector lock (brown) then disconnect the cable.

Keys control board cable	LCD control board cable
	

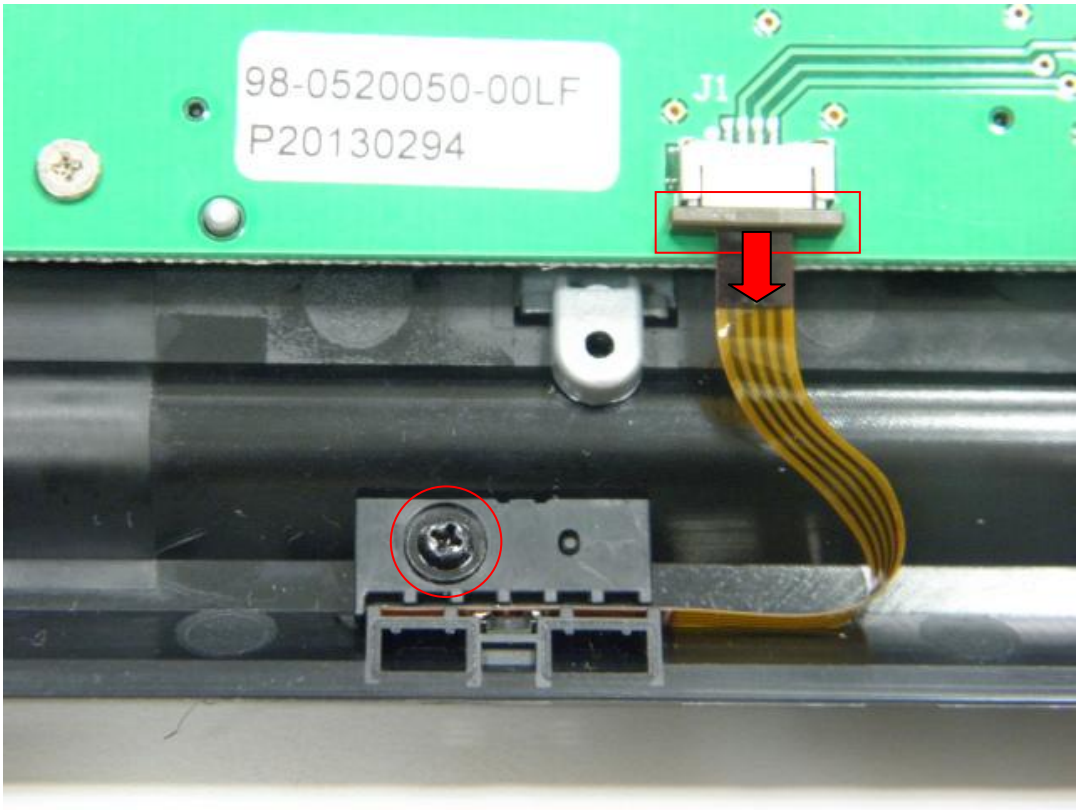
2. Remove 4 screws on the keys control board/ LCD control board and disconnect the peel-off sensor connector by loosen the connector lock (brown).

Keys control board	LCD control board
	

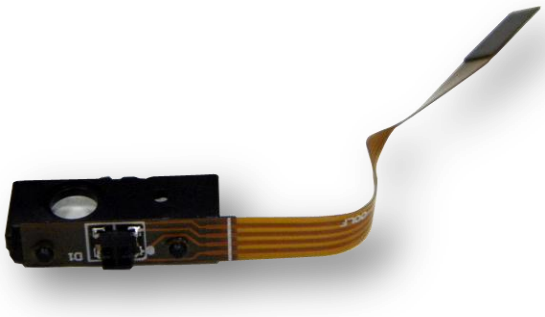
3. Replace the keys control board/ LCD control board assembly.
4. Reassemble the parts in the reverse procedures.

3.4 Replacing the Peel-off Sensor Module

1. Refer to section 3.2 to remove the upper cover.
2. Disconnect the peel-off sensor connector by loosen the connector lock for panel board. Remove 1 screw.



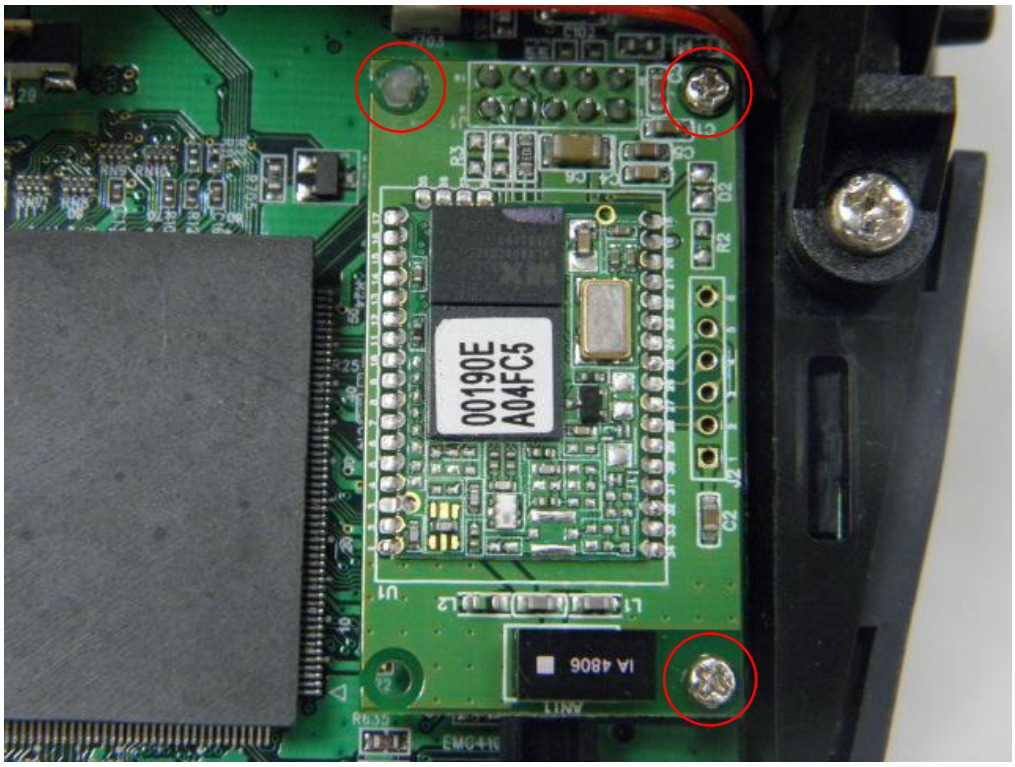
3. Replace the peel-off sensor module.



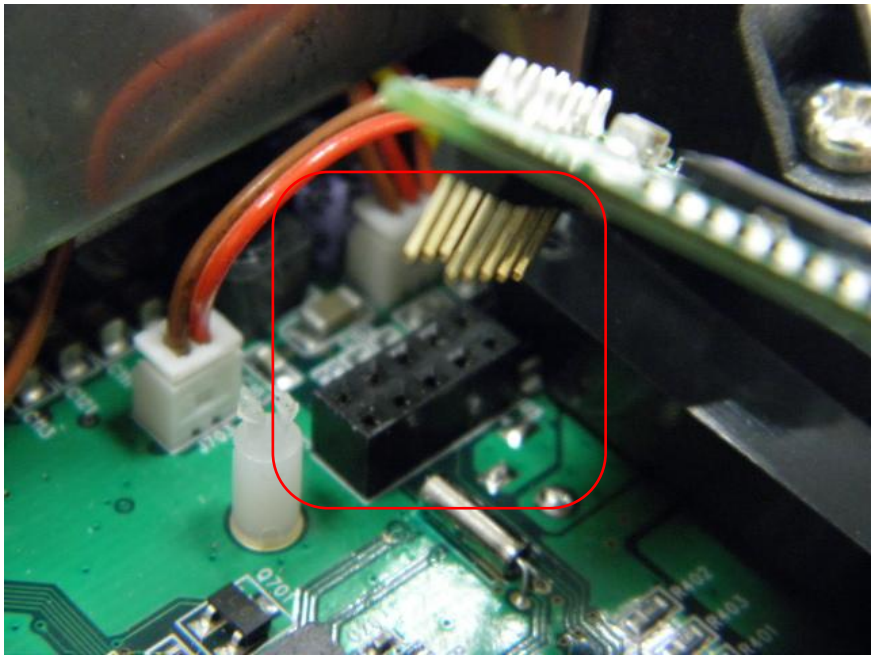
4. Reassemble the parts in the reverse procedures.

3.5 Replacing the Bluetooth Module

1. Refer to section 3.2 to remove the upper cover.
2. Remove 2 screws on the Bluetooth control board. Use a tool to remove the spacer support on the Bluetooth control board.



3. Disconnect the connector on the board. Replace the Bluetooth module.



4. Reassemble the parts in the reverse procedures.

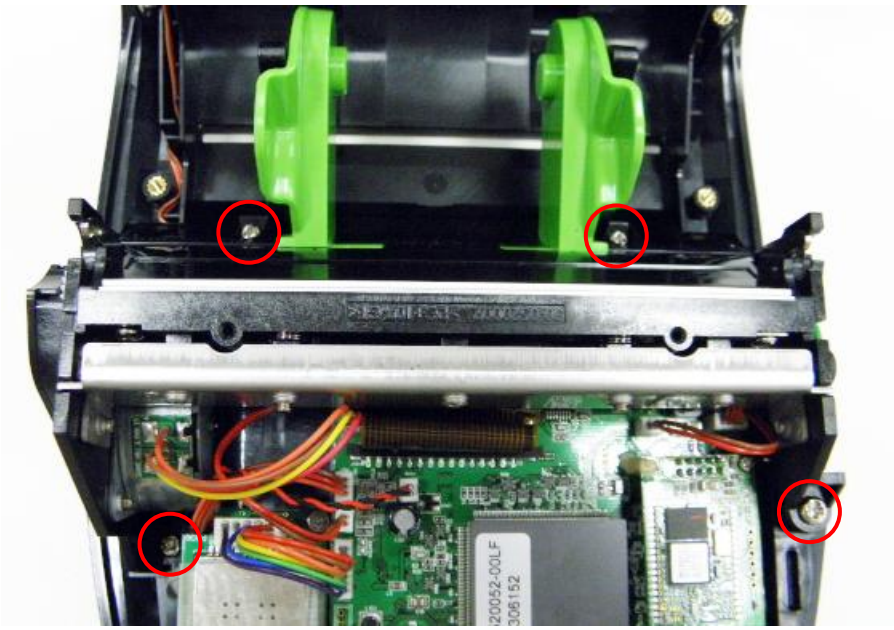
3.6 Replacing the Main Board Assembly

1. Refer to section 3.5 to remove the upper cover and Bluetooth control board.
2. Remove 2 screws on the main board. Disconnect all the connectors on the main board. Replace the main board.

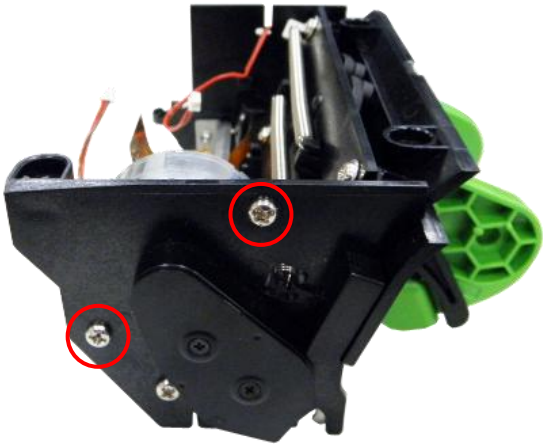
3. Reassemble the parts in the reverse procedures.

3.7 Replacing the Stepping Motor

1. Refer to section 3.2 to remove the upper cover.
2. Remove 5 screws. Disconnect the connectors on main board to take out the internal mechanism.



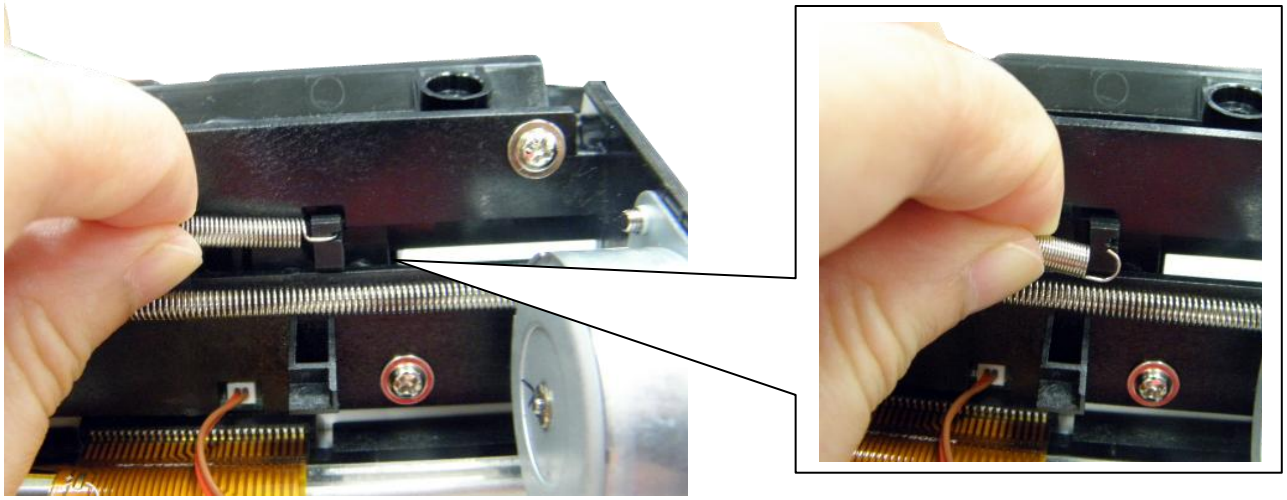
3. Remove 2 screws to replace the stepping motor.



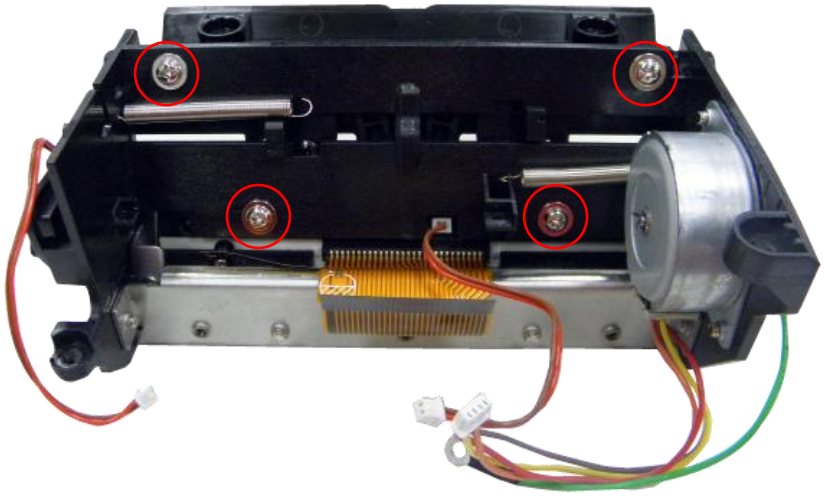
4. Reassemble the parts in the reverse procedures.

3.8 Replacing the Gap Sensor Assembly

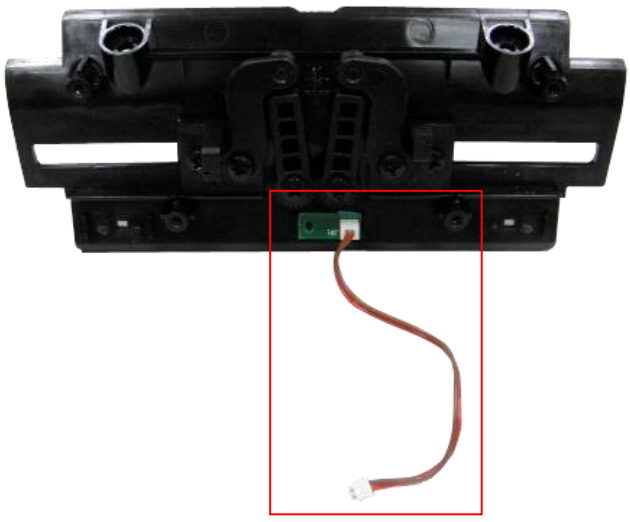
1. Refer to section 3.7 to take out the internal mechanism.
2. Loosen 2 springs.



3. Remove 4 screws on the internal mechanism.



4. Replace the gap sensor assembly.



5. Reassemble the parts in the reverse procedures.

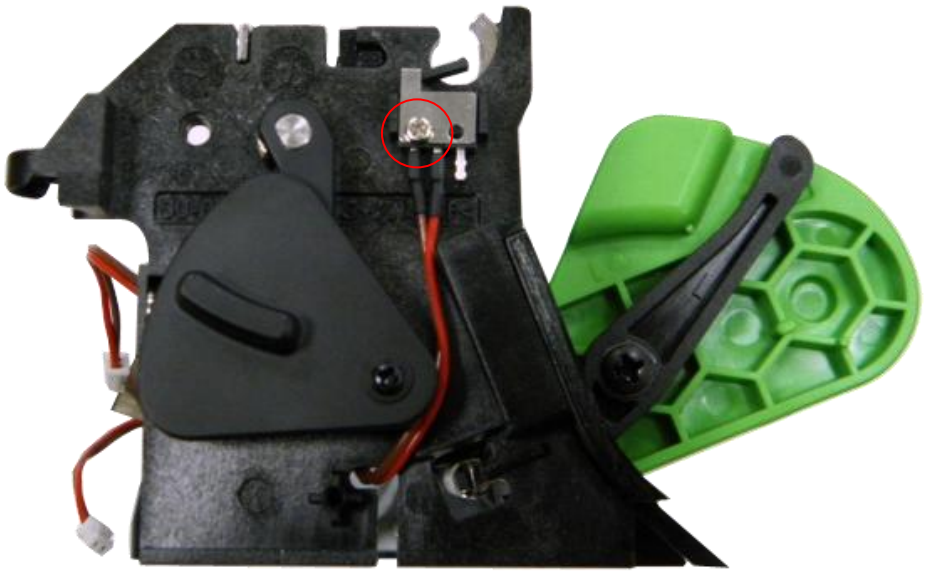
3.9 Replacing the Media Holder Assembly

1. Refer to section 3.8 to remove the gap sensor assembly.
2. Replace the media holder assembly.

3. Reassemble the parts in the reverse procedures.

3.10 Replacing the Hand Open Sensor Assemble

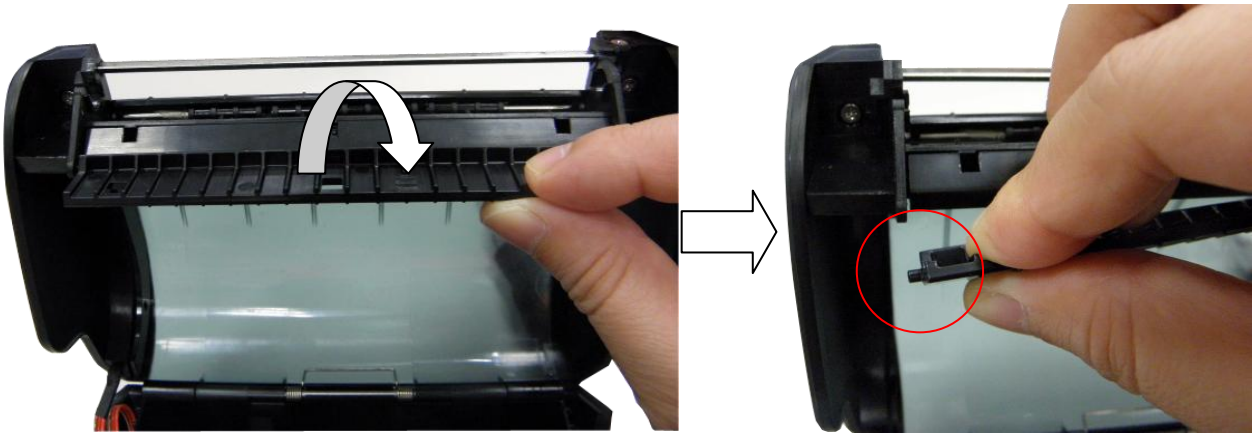
1. Refer to section 3.7 to take out the internal mechanism.
2. Remove 1 screw to replace the hand open sensor assembly.



3. Reassemble the parts in the reverse procedures.

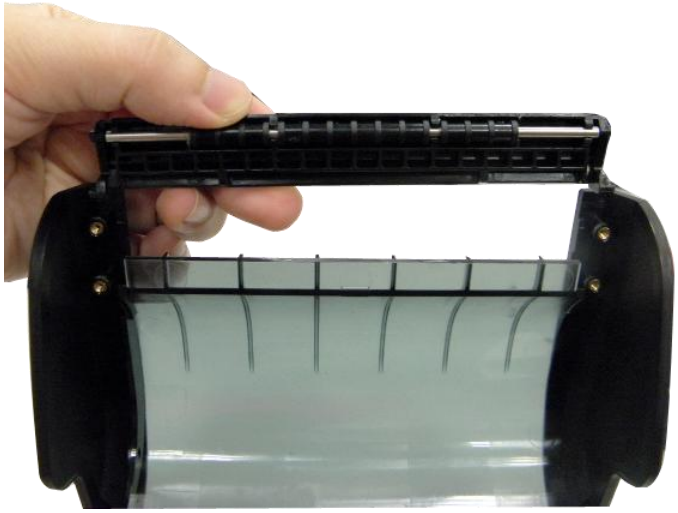
3.11 Replacing the Peel-off Module

1. Refer to sections 3.1 and 3.7 to remove the platen roller and take out the internal mechanism.
2. Remove the black mark sensor cover.



3. Remove 4 screws on upper cover to take out the black mark sensor module.

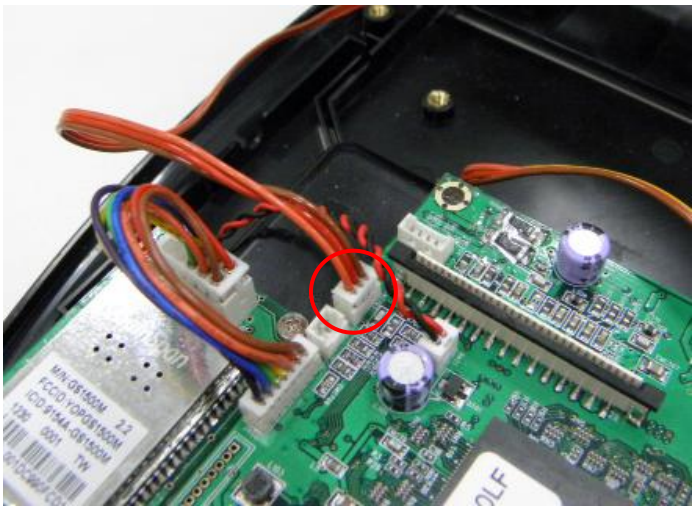
4. Replacing the Peel-off cover.



5. Reassemble the parts in the reverse procedures.

3.12 Replacing the Black Mark Sensor Assembly

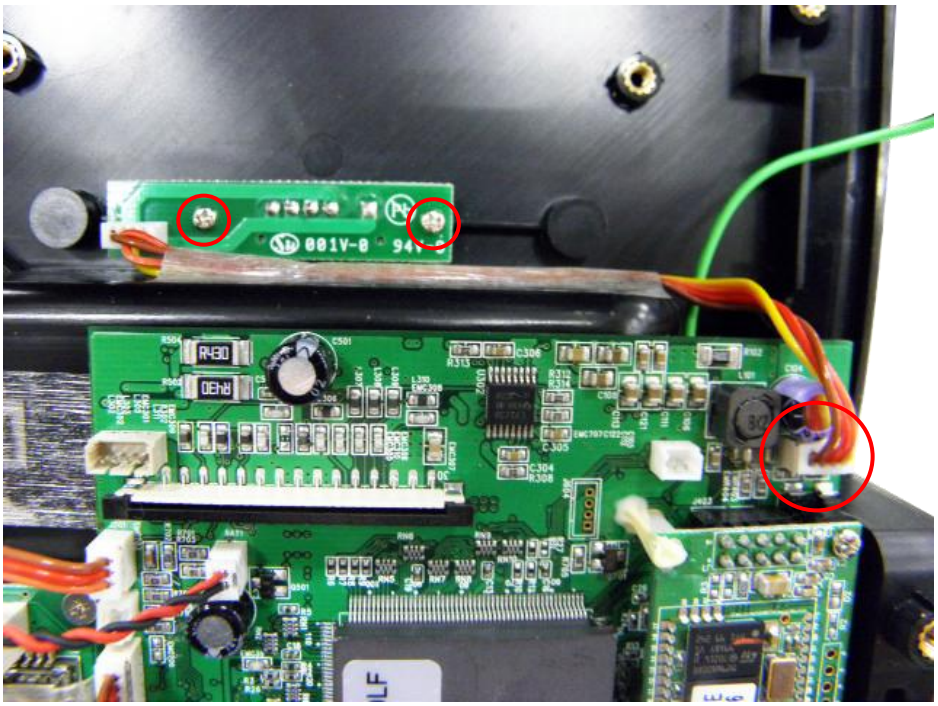
1. Refer to sections 3.11 to take out the black mark sensor assembly. Disconnect the black mark sensor connector from main board.



2. Reassemble the parts in the reverse procedures.

3.13 Replacing the Charger Board Assembly

1. Refer to the section 3.7 to take out the internal mechanism.
2. Disconnect the connector on the main board. Remove 2 screws to replacing the charger board assembly.



3. Reassemble the parts in the reverse procedures.

3.14 Replacing the WiFi Module (Option)

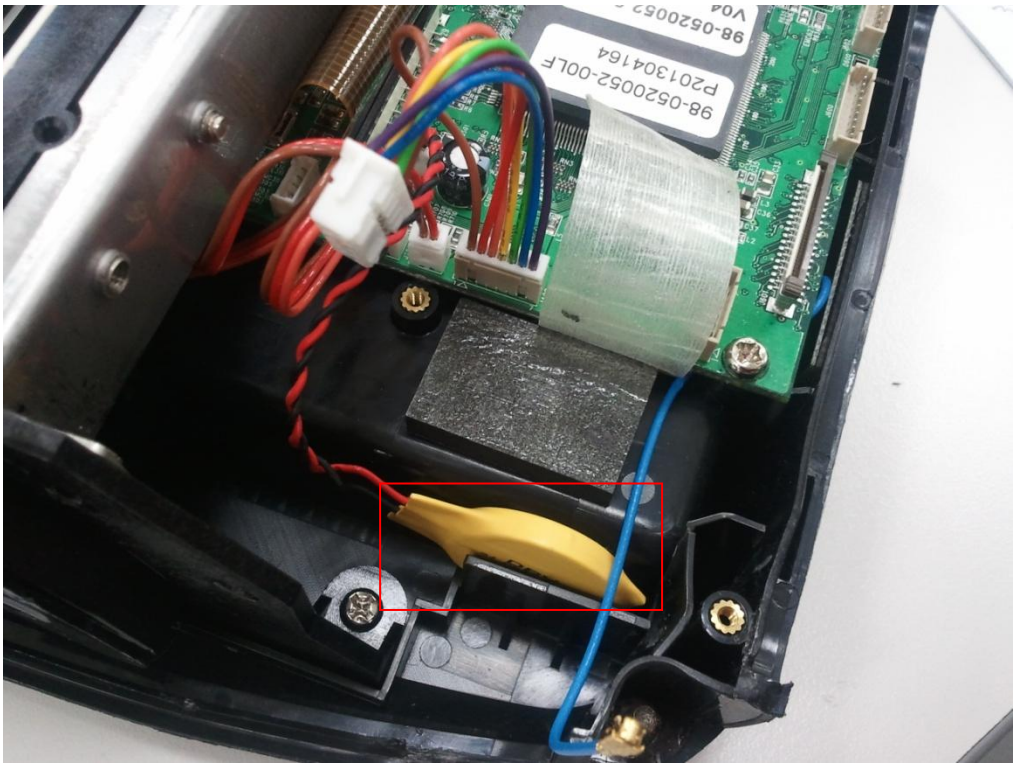
1. Refer to section 3.2 to remove the upper cover.
2. Remove 1 screw on the WiFi module. Disconnect the connector and the antenna.
   Note: Please keep the antenna connector horizontal when disconnect the antenna.

Keep the antenna connector horizontal to disconnect.

3. Replace the WiFi control board.
4. Reassemble the parts in the reverse procedures.

3.15 Replacing the RTC Battery (Option)

1. Refer to section 3.14 to remove the WiFi module.



2. Disconnect the connector on the main board.

3. Replace the RTC battery.
4. Reassemble the parts in the reverse procedures.

4. TROUBLESHOOTING

4.1 Common Problems

The following guide lists the most common problems that may be encountered when operating this bar code printer. If the printer still does not function after all suggested solutions have been invoked, please contact the Customer Service Department of your purchased reseller or distributor for assistance.

Problem	Possible Cause	Recovery Procedure
Power indicator does not illuminate	* The battery is not properly installed. * The battery is dead.	* Reinstall the battery. * Switch the printer on. * Charge the battery.
- The printer status from DiagTool shows "**Head Open**".	* The printer carriage is open.	* Please close the print carriage.
- The printer status from DiagTool shows "**Out of Paper**"..	* Running out of media roll. * The media is installed incorrectly. * Black mark sensor is not calibrated.	* Supply a new media roll. * Please refer to the steps on section 3.4 to reinstall the media roll. * Calibrate the black mark sensor.
- The printer status from DiagTool shows "**Paper Jam**".	* Black mark sensor is not set properly. * Make sure media size is set properly. * Media may be stuck inside the printer mechanism.	* Calibrate the black mark sensor. * Set media size correctly.
Memory full (FLASH / DRAM)	* The space of FLASH/DRAM is full.	* Delete unused files in the FLASH/DRAM. * The max. numbers of DRAM is 256 files. * The max. user addressable memory space of DRAM is 256KB. * The max. numbers of file of FLASH is 256 files. * The max. user addressable memory space of FLASH is 2560KB.
Poor Print Quality	* Media is loaded incorrectly * Dust or adhesive accumulation on the print head. * Print density is not set properly. * Printhead element is damaged.	* Reload the supply. * Clean the print head. * Clean the platen roller. * Adjust the print density and print speed. * Run printer self-test and check the print head test pattern if there is dot missing in the pattern. * Change proper media roll.
Missing printing on the left or right side of label	* Wrong label size setup.	* Set the correct label size.
Gray line on the blank label	* The print head is dirty. * The platen roller is dirty.	* Clean the print head. * Clean the platen roller.

Irregular printing	* The printer is in Hex Dump mode. * The RS-232 setting is incorrect.	* Turn off and on the printer to skip the dump mode. * Re-set the Rs-232 setting.

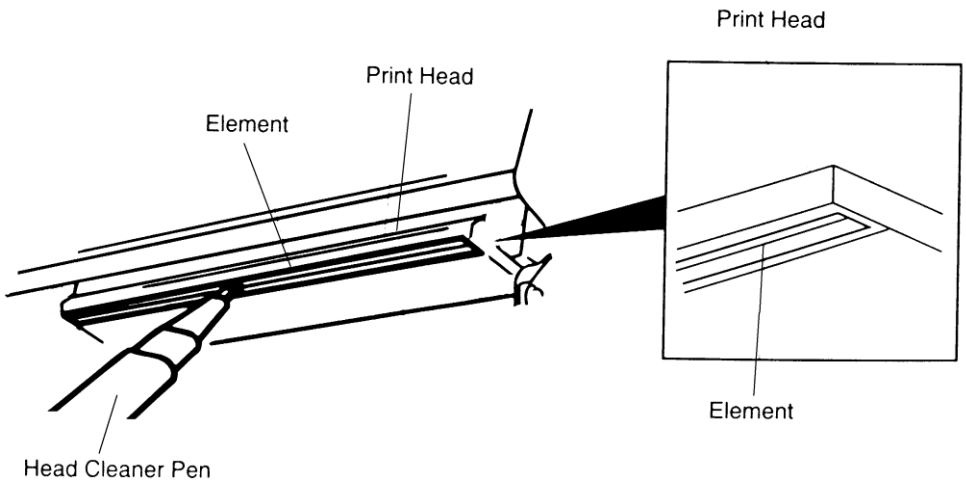
5. MAINTENANCE

This session presents the clean tools and methods to maintain your printer.

1. Please use one of following material to clean the printer.

- Cotton swab
- Lint-free cloth
- Vacuum / Blower brush
- 100% ethanol

2. The cleaning process is described as following,

<table>
<tr><th>Printer Part</th><th>Method</th><th>Interval</th></tr>
<tr><td rowspan="2">Print Head</td><td>1. Always turn off the printer before cleaning the print head.
2. Allow the print head to cool for a minimum of one minute.
3. Use a cotton swab and 100% ethanol to clean the print head surface.</td><td>Clean the print head when changing a new label roll</td></tr>
<tr><td colspan="2"> 
</td></tr>
<tr><td>Platen Roller</td><td>1. Turn the power off.
2. Rotate the platen roller and wipe it thoroughly with 100% ethanol and a cotton swab, or lint-free cloth.</td><td>Clean the platen roller when changing a new label roll</td></tr>
<tr><td>Tear Bar/Peel Bar</td><td>Use the lint-free cloth with 100% ethanol to wipe it.</td><td>As needed</td></tr>
<tr><td>Sensor</td><td>Compressed air or vacuum</td><td>Monthly</td></tr>
<tr><td>Exterior</td><td>Wipe it with water-dampened cloth</td><td>As needed</td></tr>
<tr><td>Interior</td><td>Brush or vacuum</td><td>As needed</td></tr>
</table>

Note:

- Do not touch printer head by hand. If you touch it careless, please use ethanol to clean it.
- Please use 100% Ethenol. DO NOT use medical alcohol, which may damage the printer head.
- Regularly clean the print head and supply sensors once change a new ribbon to keep printer performance and extend printer life.

Revise History

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